Seminole County E-911 Selects Emergency Notification Provider

Hyper-Reach Chosen to Help Protect Lives and Property

October 11, 2022/ Donalsonville

For Immediate Release

Telephone-based mass notifications systems are used by thousands of public safety agencies across the US to warn citizens about local emergencies, hazards and other threats. Now Seminole County announces that they have selected Hyper-Reach to help bring this same life-saving capability to the area. Hyper-Reach is a state of the art mass emergency notification system designed specifically for public safety. Our Office expects to have the service fully operational by the end of November 2022.

The new emergency alert system will provide rapid notification of hazardous and urgent situations using a mix of telephone calls, text and email messages, and even TTY/TDD service for the hearing impaired. The system sends thousands of these messages to geographically targeted households in seconds, and can simultaneously deliver them to an even broader audience via social media, as well as sending broadcast messages to most current mobile telephones (made since 2011) in an affected area by providing access to FEMA’s Wireless Emergency Alert (WEA) system.

“Our job is to protect the citizens of Seminole County as effectively and cost-effectively as possible.” said Paula Whaley, E-911 Coordinator for Seminole County. “We reviewed all the major vendors for emergency notification service, and Hyper-Reach gave us everything we needed at an unbelievable price. We’re really excited about this new capability.”

The County plans to use the service primarily for alerts about weather and environmental hazards, criminal activity and missing persons. Landline phones are automatically enrolled for Community alerts, but Weather alerts to landline phones and Community and Weather alerts to VoIP phones, mobile phones, and email addresses are only included when people enroll. Residents and people who work in Seminole County are encouraged to enroll now our website: [www.seminoleso.com](http://www.seminoleso.com), either by calling or texting “Alert” to (229)448-4471 or by going to the website <http://hyper-reach.com/gaseminolesignup.html>.

Citizens can get emergency alerts via their Alexa-enabled smart speakers just by saying “Alexa, enable Hyper-Reach” and following the Alexa-provided instructions. With more than 50 million US households using Alexa devices, there are obviously many County residents with Alexa units.

Citizens can also download the Hyper-Reach Anywhere app on their smartphone. Hyper-Reach Anywhere is a free smartphone app that allows individual citizens to manage and monitor the alerts they receive, both for their home and office addresses and for other addresses they care about such as those of elderly relatives or friends.

Voice calls received will have the caller ID number of 229-448-4047 with the caller’s name of SCSO EMERGENCY. Please program these numbers in your phones so you will not miss a call. Citizens should be able to hear the emergency message as soon as they answer the call without the need to press a button on their phone.

“We’re honored to have been selected by Seminole County to provide its emergency alerts,” said Sam Asher, President of Hyper-Reach. “It’s gratifying to be part of an effort to save lives and protect property and we take that responsibility very seriously.”

About Seminole County E-911.

The Seminole County Office of Emergency Communications is a 22 year old agency operating within the Sheriff’s Office with a mission to protect the citizens of Seminole County. Under the direction of Sheriff Heath Elliott, the Emergency Communications Center of Seminole County provides dispatch services for law enforcement, EMS, fire, and other vital services.

About Hyper-Reach

Hyper-Reach (www.hyper-reach.com) is a mass notification system with over 15 years of experience in emergency messaging. Hyper-Reach sends messages via automated telephone calls, text messaging (SMS), email, and social media, such as Twitter. Other uses of Hyper-Reach include Amber alerts, toxic chemical warnings, and armed shooter alerts. In addition to 911 centers, Hyper-Reach is used by law enforcement, educational institutions, and corporations.